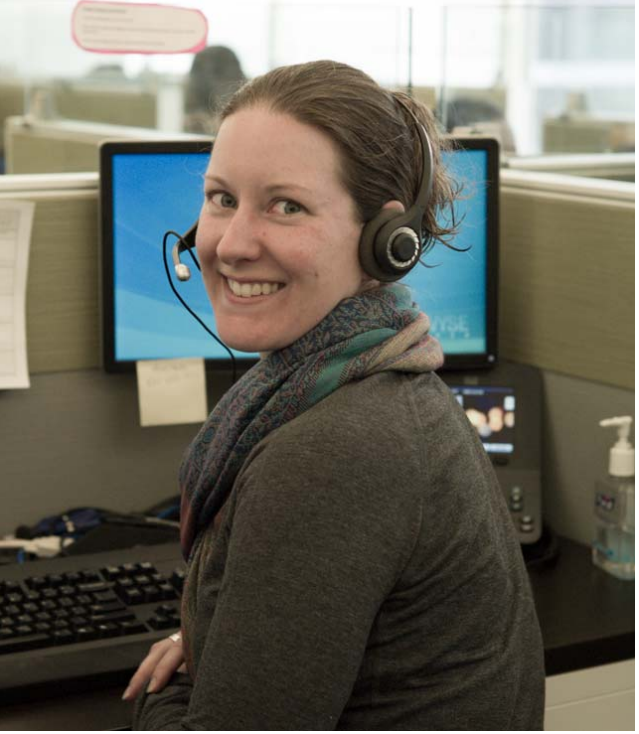

How do I file a complaint or concern about MTM's services?

We want to always provide excellent service. Call MTM's We Care Line at **1-866-436-0457** if you have a complaint about your service. We will follow up on all complaints. You can also make suggestions about how we can serve you better.

Remember:

- To schedule a ride call **1-844-879-7341**
- You can schedule a ride Monday through Friday from 7 a.m. to 5 p.m.
- You are encouraged to call for a reservation at least five business days before your appointment
- Have your trip information ready
- To file a complaint call **1-866-436-0457**
- If your ride is late call **1-844-879-7341**

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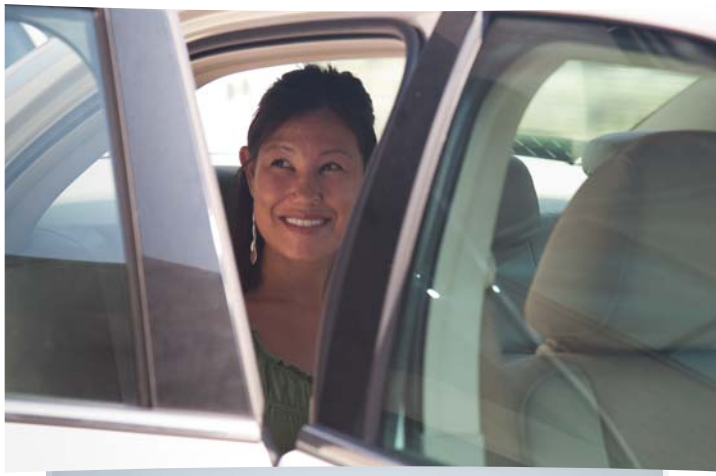
To schedule a ride, call:
1-844-879-7341
7 a.m.- 5 p.m., Monday through Friday

750 Pilot Road, Suites G&H
Las Vegas, Nevada 89119
www.mtm-inc.net/nevada

MTM



How to Use Nevada Non-Emergency Transportation (NET) Services

Do you need a ride to your Medicaid health care provider?

We are MTM, Nevada's NET broker. We provide rides for eligible Medicaid members. Call us to set up a ride to your medical appointments if you have no other way to get there.

How do I schedule a ride?

Call us at **1-844-879-7341.** We encourage you to call at least five business days before your appointment. We schedule routine trips Monday through Friday from 7 a.m. to 5 p.m. You can schedule urgent trips 24 hours a day, seven days a week.

Please have the following information when you call:

- Your name and Medicaid ID number
- Your home address and phone number
- Your doctor's name, phone number, and address
- The date and time of your appointment
- Any special needs, including if you need someone to ride with you

For more information, visit **memberportal.net**. Enter your zip code to access information about the NET program.

How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-844-879-7341** if you need to cancel your trip or make any changes.

What do I do once my ride is set up?

- Be ready for your ride at least 15 minutes prior to the scheduled pick-up time.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM at **1-844-879-7341** if your driver is late or does not pick you up.
- If your visit is over and you did not schedule a ride back, call MTM at **1-844-879-7341**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.

What do I do if my ride is late?

Call MTM at **1-844-879-7341** if you have waited:

- More than 15 minutes after the pick-up time scheduled during the original ride request
- More than one hour after calling MTM to schedule a return ride, if a return ride was not scheduled during the original request

How does MTM decide what kind of ride I need?

You will receive the level of transportation that is most appropriate for your medical condition. We may consult your health care provider. Based on your needs, we will offer you:

- Mileage reimbursement if you, a friend, or family member can drive to the appointment
- Fixed route bus tickets or paratransit services
- Sedan, van, or taxi services
- Vehicle services equipped to transport wheelchairs and stretchers

What if I have a car and can drive myself?

We may be able to reimburse you, a friend, or a family member to drive you to your appointments. Ask us about this program when you call to schedule your trip.